

**Open Letter**  
**To be presented at Town Hall Meeting**  
**January 27, 2016**

**I request this document be attached to the minutes of the Town Hall Meeting.**

Items mentioned here are supervisory, communication, and organization problems. The waiters are friendly and helpful and should not be blamed for this.

**Missing personnel:** Too often it is necessary to walk back to the kitchen to get the attention of a waiter.

**Shortages of supplies:** Bacon, tea, coffee, juice, ice cream & sherbet, pancakes & syrup, cereal, cups & glasses, salad dressings, milk, butter (low fat), Splenda, Equal, coffee, cups, glasses, etc.

These are repetitively used, consumption type supplies. The Reorder Point (ROP) could be established for each stock item. This ROP is the threshold at which one should order more products to prevent shortages while also avoiding overstock. When the inventory drops to the ROP this will trigger an action to replenish that particular inventory stock. One can forecast usage during the replenishment lead-time plus safety stock. E.g., if one knows it will take three weeks for an order to be filled, one will need at least a 3-week supply of the item on hand at the time the order is placed.

**Cups & glasses:** We do not know whether these items were missing, or whether they simply needed to be washed. It is hard to imagine items “walking” very far, as we all live here.

**Cereal bowls:** Cereal bowls are so flat that cereal and milk slosh out. I use a coffee cup to eat my cereal out of. Notwithstanding Emily Po’s position on the matter, I am frugal with milk and drinking the last bit out of the bowls can be messy.

**Cereal dispenser:** The machine that dispenses cereal could be improved. There is always a mess there.

**Condiments:** We have given up on expecting adequate condiments to be on the table. Some residents have bought Lazy Susans for their table. I have spotted a nice two-tier Lazy Susan on Amazon. Perhaps this would make it easier to keep condiments on the tables. There is an old saying that “Everything has a place.” Perhaps each condiment could have its place.

It might help to have a wheeled cart with supplies; this way the waiters would need not to return to the kitchen so often. If there were a handy place for condiments, etc., some of us residents could collect and distribute things for ourselves.

**Missing & confusing tickets:** Frequently tickets are missing from some tables. Sometimes it is difficult to tell which items are “sides” and which are “entrés.”

**Milk containers:** The milk bottles have small labels and some of us cannot read them. Some bottles have no labels.

**Whole grains:** This would be much healthier; toast, biscuits, pasta, etc. **Diabetic meals:** Not everyone is a diabetic. Options should be available. **Low sodium salt:** This would be healthier for us.

**Exercise/recreation room:** Complaints about the unlevel pool table are unresolved. It is too hot in the room to exercise. A fan might help some. There is a treadmill in the hall on the 3<sup>rd</sup> floor, but no fan. The room is simply too small and the ceiling too low.

**Hierarchy:** The administration here is hierarchical in nature. Some people occupy different levels of importance and responsibility. It seems to me that when anyone has notice of a problem, there should be a way to document it. It is counter-productive to pass the matter down the chain-of-command to get rid of it temporarily. It is apparent that the people at the low end of the chain of command are aware of problems. It seems to me that the people higher up the chain of command are too isolated from those at the bottom who are in constant contact with frequent problems. The upper echelon in the chain of command is the problem.

I do not want to impugn Senior Lifestyle's MISSION AND VALUES (<http://www.seniorlifestyle.com/about/mission-values/>), but there seems to be one standard for enticing people to come here and another once they are here.

**Notice, suggestion box:** After receiving notice, whether via email, talking, or suggestion box, there should be some sort of record of the action taken. I have seen no evidence that any suggestion (from the suggestion box) has ever been acted upon. It would be nice to have this shown in a digital bulletin board as well as a logbook (notebook) so residents can see what actions have been taken.

**Notice:** I feel uncomfortable pointing all this out. Nobody wants to be the bearer of bad news; it makes one unpopular with the wrong people.

Residents would like to help in this process. We do not want to be in the way, yet we want to help. Collectively, we have the educations, skills, and experiences to help with this at no cost to Copper Lake Estates.

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